



Quarterly Children's System of Care Performance Outcome Measure Report

Quarter 4 / Fiscal Year 2008

State of Arizona
Department of Health Services
Division of Behavioral Health Services
150 North 18th Avenue, Suite 240
Phoenix, Arizona 85007

Executive Summary

The Quarterly Children's System of Care Performance Outcome Measure Report highlights the Children's System of Care performance by presenting quarter 4 FY2008 data from the Functional Outcome Measures and Child and Family Team evaluation method. Further, it highlights progress made in regards to the Jason K Settlement.

Consistent throughout the 4 quarters of FY08, the Functional Outcomes data for Q408 supports the use of Child and Family Teams (CFT) in gaining positive outcomes. All but one functional area for the 0-4, 5-11, and 12-17 age groups yielded a higher rate of positive outcomes in those children being served by a CFT as compared to children not being served by a CFT. The exception continued to be found in the functional category *Lives with Family*. In the 18-<21 age group, Arizona again exceeded national outcomes for the substance abuse measures.

Child and Family Team enrollment for Cenpatico and CPSA ranges between 82.77% – 89.55%; NARBHA is further behind with enrollment at 66.57%. Magellan is significantly lower at 38.27%; however the contract requirement for GSA 6 differs from the others in the timeframes for reaching 100% CFT enrollment.

The Wraparound Fidelity Assessment System (WFAS) was used to assess Provider fidelity to the Arizona Principles and Phases of the CFT. Quantitative results for the interview portion of the WFAS were obtained with GSAs 3 and 4 scoring within the satisfactory performance standard of 75%; on the document reviews GSAs 3, 5, and 6 achieved scores in the satisfactory range.

Progress was made to the JK Settlement through increased funding to the RBHAs for case manager expansion and the Meet Me Where I Am initiative. Additionally, ADHS/DBHS continued to monitor and provide technical assistance for the RBHAs on the CASII implementation.

TABLE OF CONTENTS

Executive Summary	2
Introduction.....	4
Functional Outcomes	4
Child and Family Team Enrollment	6
Children's System of Care Practice Reviews	6
Jason K Settlement Implementation Strategies and Barriers.....	9
Conclusion	9
Attachment 1 <i>Functional Outcomes ages 5-11; 12-17; 0-4</i>	11
Attachment 2 <i>Functional Outcomes ages 18-<21</i>	17
Attachment 3 <i>WFI-4 Summaries by GSA</i>	20
Attachment 4 <i>DRM Summaries by GSA</i>	26

Introduction

The Quarterly Children's System of Care Performance Outcome Measure Report presents the statewide performance in the Children's System by highlighting data obtained from the Functional Outcomes and WFAS evaluation tool. The former analyzes children's response to treatment by assessing functional successes; the latter analyzes the Providers' fidelity to the Arizona 12 Core Principles. Further, information is provided to highlight progress made in regards to the Jason K Settlement.

Functional Outcomes

Functional Outcome measures are obtained quarterly from the Client Information System (CIS) and capture success rates for children in core functional areas as well as provide a comparison of success rates using the variable of whether or not the child was served by a Child and Family Team (CFT). Analysis of the CIS Functional Outcomes provides insight into Arizona's success in treatment outcomes for children and adolescents.

Attachment 1 depicts the CIS Functional Outcome measures for children ages 0 – 4, 5 – 11, 12-17 for quarter 4 FY08. As shown for all age groups, the outcomes for children served by a CFT were consistently higher than for those children not being served under the CFT model. An exception was found in the functional area *Lives with Family*; this exception was found in all 4 quarters of FY08. This difference for the 0-4 age group was 8.6% higher; 0.4% higher for the 5-11 age group and; 3.0% higher for the 12-17 age group. Consistent across all 4 quarters, notable differences were seen in the functional areas of *Achieving Success in School*, *Increased Stability*, and *Decrease in Safety Risks* with CFT service leading to higher outcomes of 10% or more than the children not being served by a CFT in the age groups of 5-11 and 12-17. Particularly, the 5-11 age group garnered results of 16.3% higher for *Achieving Success in School* and 15.4% higher for *Increased Stability* when served with a CFT.

In the 0 – 4 age group the most notable difference was found in the functional area of *Improving Family Stress Level* with a rate that was 26.3% higher for the children served by a CFT; this difference is an increase of 5.8% from the previous quarter. In the same age group, the outcome for *Acceptable Emotional Regulation* garnered a 26.0% higher rate for children served by a CFT. Overall, the results of these outcome measures show improvement in functional status for children served by a CFT; thus the ADHS/DBHS Children's System of Care Plan continues efforts to establish active CFTs for all children in the behavioral health system, as well as to improve the fidelity of the CFT Practice.

18 - <21 Age Group Functional Outcomes

In the 18-<21 age group, member information is collected through the CIS demographic data fields upon intake, after a major change in the member's life, annually, and at disenrollment. *Attachment 2* depicts the data for Q408. The quarter 4 rates in all the indicators are consistent with the 3rd quarter findings.

The *Primary Residence* category is defined as where the member has spent most of his/her time in the past 30 days. The SMI population during the 4th quarter was living in a private residence at a rate of 69% (living independently at 38% and living at home with family was at 41%). The Non SMI population was living in a private residence at a rate of 86% (living independently at 62% and living at home with family was at 24%). The remaining 21% for the SMI population and 14% for the Non SMI population are accounted for in other residence types, including assisted living, residential facilities, crisis shelters, homeless or homeless shelters, and jail. National data, as reported by *CMHS Uniform Reporting System: 2006 State Report*, provides a baseline comparison of 78.8% for this measure and includes any recipient of behavioral health services ages 18 – 64 and living in a private residence. Although this benchmark does not separate out the SMI or 18-<21 age populations, ADHS/DBHS has found that this data source is the closest in providing similar functional outcome measures that are nationally recognized and based on best practices. When measuring the SMI and Non SMI populations together, Arizona is comparable to the national rate for private residence living.

The number of arrests category is a self-report measure that looks at the percentage of members who have not been arrested over the past 30 days, gauging the behavioral health system's effect on the member's involvement with the criminal justice system. The SMI population garnered 89% for zero arrests in the past 30 days (arrest rate of 11%) and the Non SMI population reached 88% (arrest rate of 12%); these rates are consistent with the 3rd quarter findings. The National Outcome Measure (NOM) as reported by SAMHSA for *Decreased Criminal Involvement*, which is defined the same (zero arrests over the past 30 days), was at 91%, only 2% higher than the Arizona outcome. Although SAMHSA includes all age populations in its methodology for the NOMs and does not isolate the 18-<21 population, Arizona uses this data source as a comparison to its own outcome measures as it is nationally recognized and based on best practices.

Arizona uses two indicators for measuring substance abuse outcomes, both with a data collection method of member self-report. The goal is to increase the number of members who self-report zero use on both indicators.

- The *Substance Abuse* indicator measures the current primary psychoactive substance used 30 days prior to the client's intake in the behavioral health system, or since the last update. The rate for members who self-reported they were not using any substances was at 76% in the SMI population and 66% in the Non SMI population.
- *Substance Abuse Frequency* indicator is dependent to the *Substance Abuse* indicator and measures how often over the past 30 days the member has actively used the primary substance identified in that category. The rate for members of the SMI population who self-reported they had not used a primary substance over the past 30 days was at 82% and the Non SMI population reported a zero use rate of 76%.

NOM data for the *Abstinence from drug/alcohol use* indicator reports abstinence from all drugs for the past 30 days for all recipients of substance abuse treatment services at 70.7%. Consistent with the 3rd quarter findings, Arizona continues to exceed the national average for abstinence from substance use.

The *Employment* category includes all members who have been employed over the past 30 days, full time or part time, and with or without vocational support. For the SMI population 14% were employed as compared to 19% of the Non-SMI population. National comparison is at 18% for employment of behavioral health service recipients ages 18 – 20, as reported by CMHS.

Child and Family Team Enrollment

The table below depicts the Child and Family Team (CFT) enrollment percentages for the 4th quarter. Cenpatico and CPSA have the highest CFT enrollments at the end of the quarter with percentages ranging from 82.77% – 89.55%. NARBHA is further behind with enrollment at 66.57%. The contractual requirement for these three RBHAs is for 100% of children enrolled in behavioral health services to be serviced through the CFT process by December 30, 2008. Although Magellan is significantly lower with a rate of only 38.27%, its contractual requirement differs from that of the others in the timeframe for 100% CFT enrollment. For Magellan, 50% of youth receiving behavioral health services will be served through the CFT process 30 months into the Contract and 100% CFT enrollment is expected by the end of the third year of the Contract. ADHS/DBHS continues to track RBHA progress and monitors efforts to expand CFT enrollment. RBHAs are issuing Letters of Concern and requiring Corrective Action Plans and/or sanctions from the Providers who are not meeting enrollment goals.

	April			May			June		
	TXIX/XXI			TXIX/XXI			TXIX/XXI		
RBHA	Enrlmnt	CFTs	%	Enrlmnt	CFTs	%	Enrlmnt	CFTs	%
CBHS-2	1337	1074	80.33%	1344	1180	87.80%	1349	1174	87.03%
CBHS-4	2969	2326	78.34%	2968	2425	81.70%	2916	2542	87.17%
CPSA-3	1232	1044	84.74%	1252	1183	94.49%	1242	1028	82.77%
CPSA-5	6881	6045	87.85%	6923	6379	92.14%	6909	6187	89.55%
Magellan	16656	6409	38.48%	17074	6693	39.20%	17231	6595	38.27%
NARBHA	3840	2483	64.66%	3853	2496	64.78%	3850	2563	66.57%
TOTALS	32915	19381	58.88%	33414	20356	60.92%	33497	20089	59.97%

Children's System of Care Practice Reviews

In quarter 4 FY08 the Children's System of Care Practice Review using the Wraparound Fidelity Assessment System (WFAS) continued. The statewide Practice Review Steering Committee made the decision to remove the Team Observation Measure (TOM) from the WFAS process due to challenges with scheduling Child and Family Team meetings during the review period for a Youth who was part of the sample; thus, the TOM results frequently were not available at the time of the Provider feedback session and could not be incorporated with the other measures. The TOM tool is being discussed in the CFT Coaches meetings as a way to provide valuable supervision feedback. ADHS/DBHS was

successful in completing the quantitative report card for the Document Review Measure (DRM) in May 2008. These were included in the Provider Feedback Sessions starting with the May reviews.

The performance standards for the WFAS are:

- Minimum fidelity = 65% - 74%;
- Satisfactory fidelity = 75% - 84% and;
- High fidelity = 85% - 100%.

The WFAS process consists of two measures:

- Wraparound Fidelity Index (WFI-4) CFT participant interviews conducted by the Family Agencies and;
- Documentation Review Measure (DRM)

Attachments 3 and 4 show the quarterly summaries of the WFI-4 and DRM scores, respectively, for the 6 Geographical Service Areas (GSA). The table below summarizes the overall scores that were obtained by the GSAs.

	WFI	DRM
GSA 1	62%	52.94%
GSA 2	68%	68.55%
GSA 3	77%	75.50%
GSA 4	78%	72.36%
GSA 5	69%	77.91%
GSA 6	71%	80.11%

GSA 3 achieved quarterly scores above the satisfactory standard on both the WFI-4 and DRM. GSA 4 achieved above the satisfactory standard on the WFI-4 measure only and GSAs 5 and 6 garnered results above the satisfactory standard on the DRM measure only. GSA 1 fell below the minimum standard on both measures with scores of 62% and 52.94%.

Performance Improvement (PI) plans are completed with the Providers who fell below the satisfactory standard; these are being monitored by the RBHAs. For quarter 4, the Providers who are required to complete PI plans are:

	Provider Name	Measure below Standard
GSA 1	West Yavapai Guidance Clinic	WFI
	Mohave Mental Health Clinic	WFI/DRM
	Community Behavioral Health Services	WFI/DRM
GSA 2	Community Intervention Associates	WFI
	Providence	WFI/DRM
	Excel	WFI/DRM
GSA 4	Southwest Rim Guidance	WFI
	Chicanos Por La Casa	WFI/DRM

GSA 5	Pantano Central	WFI
	Providence	DRM
GSA 6	Touchstone	WFI/DRM
	Youth ETC	WFI

Beginning in the 1st quarter FY09, the RBHAs will be submitting the finalized PI plans to ADHS/DBHS Office of Clinical Practice Improvement for review. The RBHAs will also submit quarterly updates of progress made on PI plans as evidenced through the monitoring activities.

The common areas identified through the Practice Reviews as needing improvements continue to be the elements of *Natural Supports, Individualized, Community Based, and Outcomes Based*. These elements are measured with questions addressing areas such as:

- identifying and involving extended family members on the Child and Family Team and in the service planning process
- assisting the family and youth in developing and strengthening supportive relationships
- developing service plans that are tailored to the individual needs of the youth and family
- developing crisis plans that identify ways to de-escalate a crisis, including establishing clear roles for team members in the event of a crisis
- identifying and engaging the youth and family in community activities
- assisting the youth and family with preparing for transitions, including developing transition plans

Improvement plans to address these areas include increasing training at the Provider level to educate CFT facilitators on identifying natural supports and community activities; creating individualized service plans and crisis plans and; preparing for transition phases, including discharge from placement, from the time services begin. Increasing community based services is also a statewide focus in the Children's System of Care Network Plans and is further discussed below under the section *Jason K Settlement Implementation Strategies and Barriers*.

The workgroup to develop a practice review process for moderate and low intensity services continued to meet during quarter 4. The group identified the need to separate the low intensity from the moderate intensity assessment due to the differences in those populations. The workgroup began with developing the interview questions for the moderate needs children and will begin work on the low needs tool during the 1st quarter FY09. ADHS/DBHS is working with Arizona State University to develop a sampling methodology.

Efforts began to transition the WFAS process from ADHS/DBHS to the RBHA level. ADHS/DBHS collaborated with the RBHAs to develop a transition plan to identify key tasks of the process and to establish practice protocols for statewide consistency. ADHS/DBHS emphasized the need for this process to focus on performance improvement and required the collaborative effort of the RBHAs from their Clinical, Children's, and Quality Management departments.

Jason K Settlement Implementation Strategies and Barriers

ADHS/DBHS continues to make progress in moving the Children's system forward and meeting the stipulations set forth in the Settlement Agreement. Bimonthly meetings occur to update the Plaintiff's Counsel on the State's progress and to discuss the continuing needs of the children's system.

A focus on substance abuse was incorporated into the T/RBHA 2008 Network Inventory and Analysis. Based on baseline data the T/RBHAs have developed expansion goals as part of their FY2009 Children's System of Care Plans.

The Child and Adolescent Service Intensity Instrument (CASII) was integrated into the demographic data on the CIS system on July 1, 2008. ADHS/DBHS continues to monitor the training provided by the T/RBHAs and published the *Child and Adolescent Service Intensity Instrument (CASII) Practice Protocol* on April 1, 2008.

ADHS/DBHS provided the T/RBHAs with additional funding for the expansion of case managers for children with a high level of service intensity; the goal is that case managers will have a caseload of no more than 15 high needs children. More funding has been allocated for FY2009. T/RBHAs are developing quantifiable expansion goals as part of their FY2009 Children's System of Care Plans. T/RBHAs report bimonthly on their case management expansion progress.

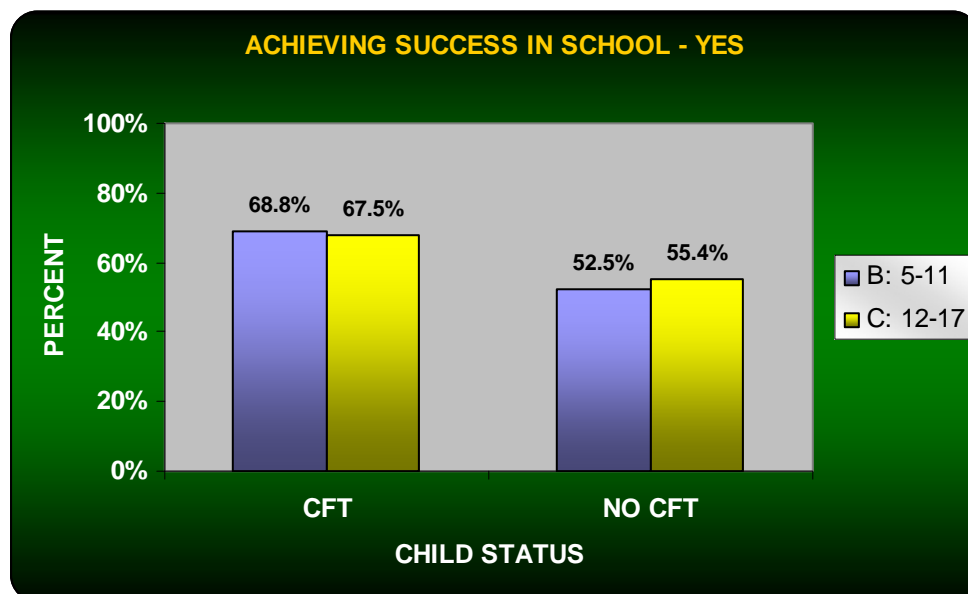
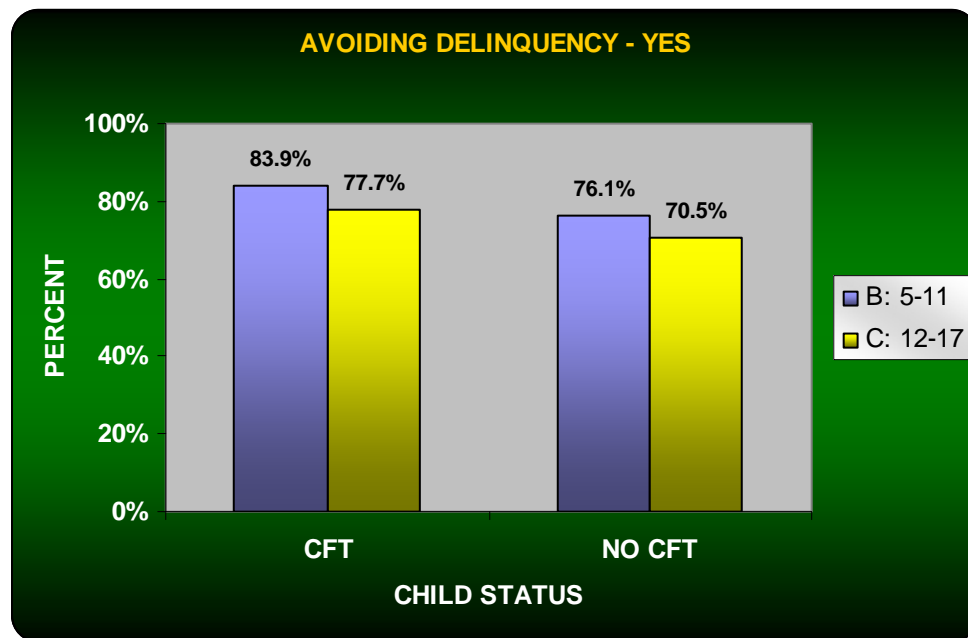
ADHS/DBHS also provided the T/RBHAs with additional funding for the "Meet Me Where I Am" initiative, the initiative focuses on the expansion of support and rehabilitation services. Training and technical assistance are being provided to the T/RBHAs and their workforce to support the expansion and building of community based services. Additional funding has been allocated for FY2009 to continue expansion efforts. The T/RBHAs have incorporated their expansion goals into their Children's System of Care Plans for FY2009.

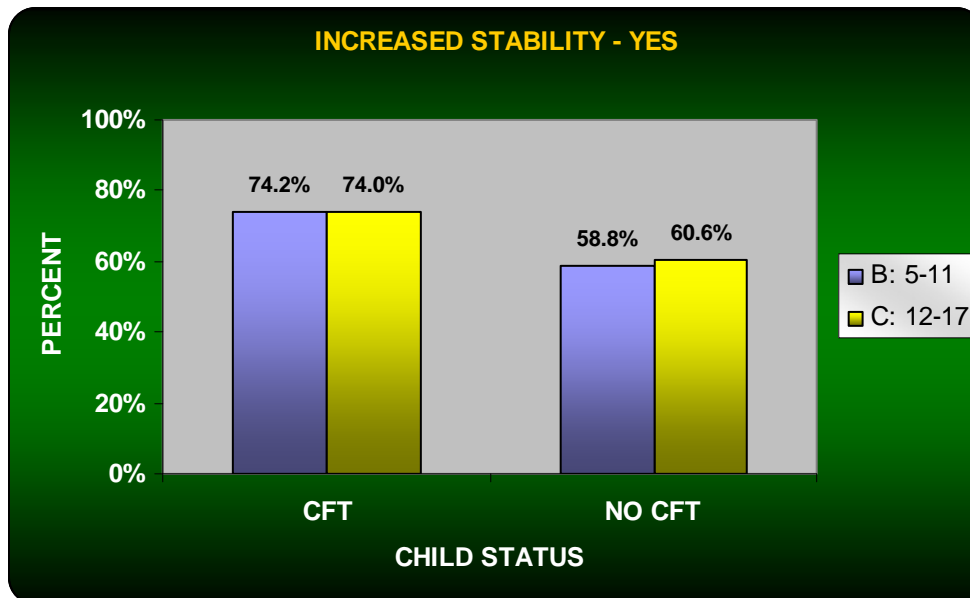
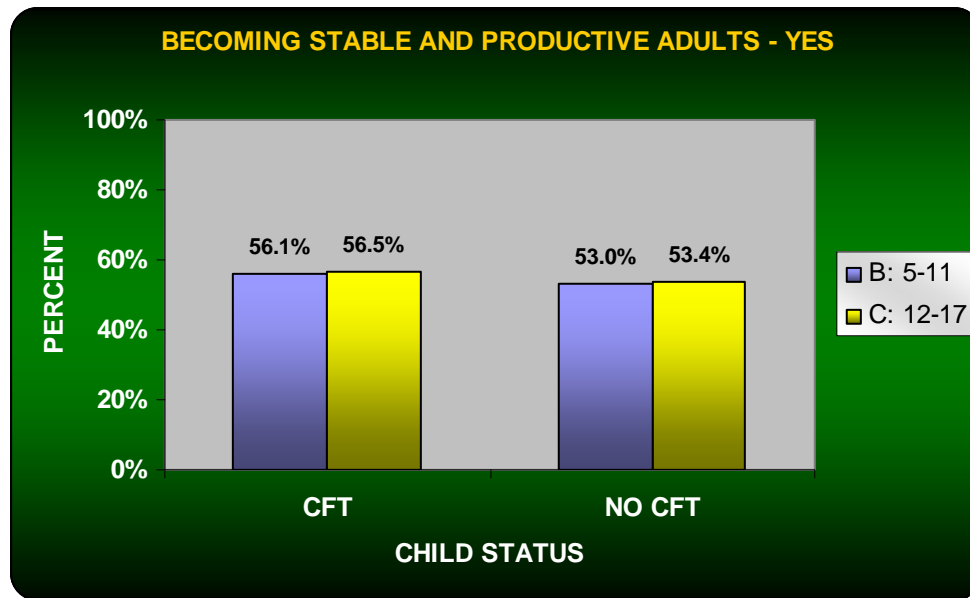
ADHS/DBHS's Division of Children's System of Care Planning and Development will be monitoring the T/RBHAs' progress on their Children's System of Care Plans. The T/RBHAs will be providing quarterly reports on progress. In addition this Children's Division will be providing ongoing technical assistance to ensure successful implementation of System of Care Plans.

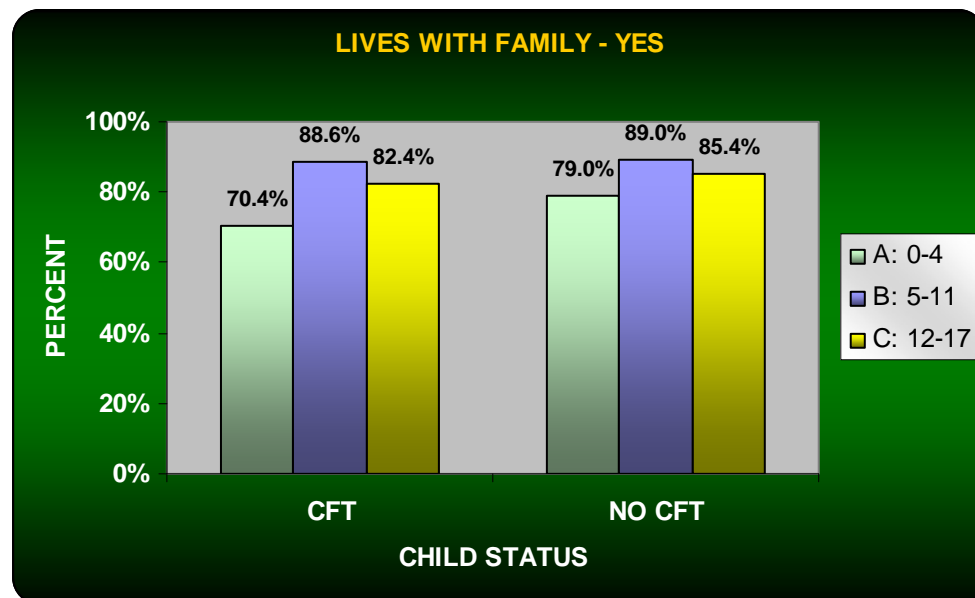
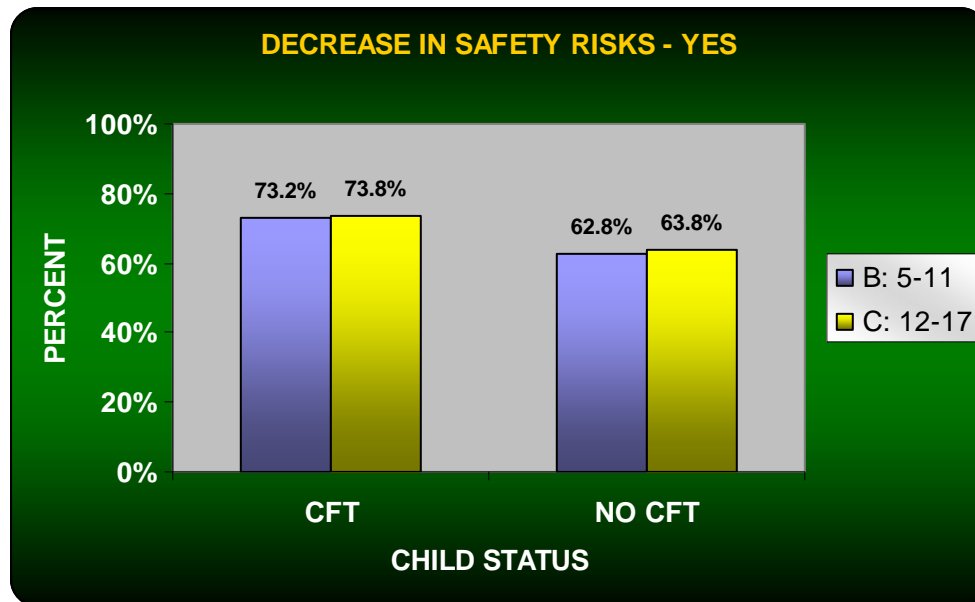
Conclusion

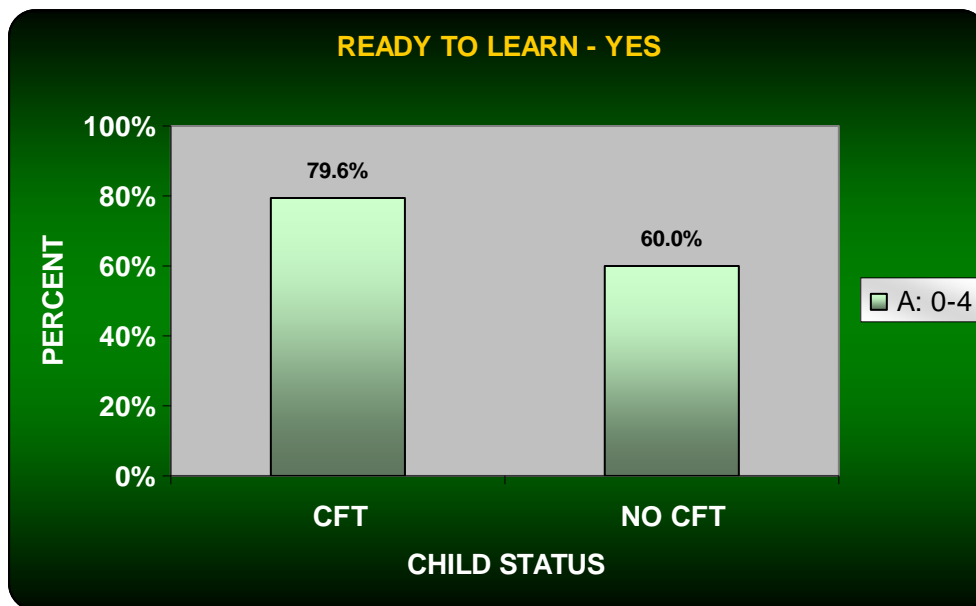
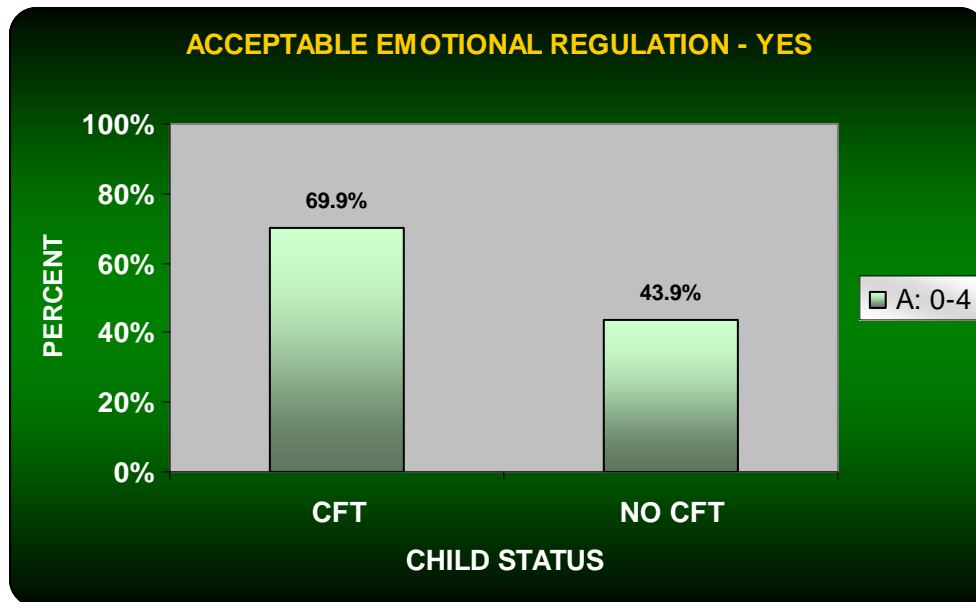
Data supports the use of Child and Family Teams for obtaining positive outcomes. Therefore, ADHS/DBHS continues to focus on moving the system toward the use of CFTs for all children receiving behavioral health services and has CFT enrollment requirements included in the RBHA contracts. Efforts to expand CFT enrollment include requiring Corrective Action Plans from the Providers who are not meeting requirements. Fidelity to the CFT core principles was evaluated through participant interviews and chart

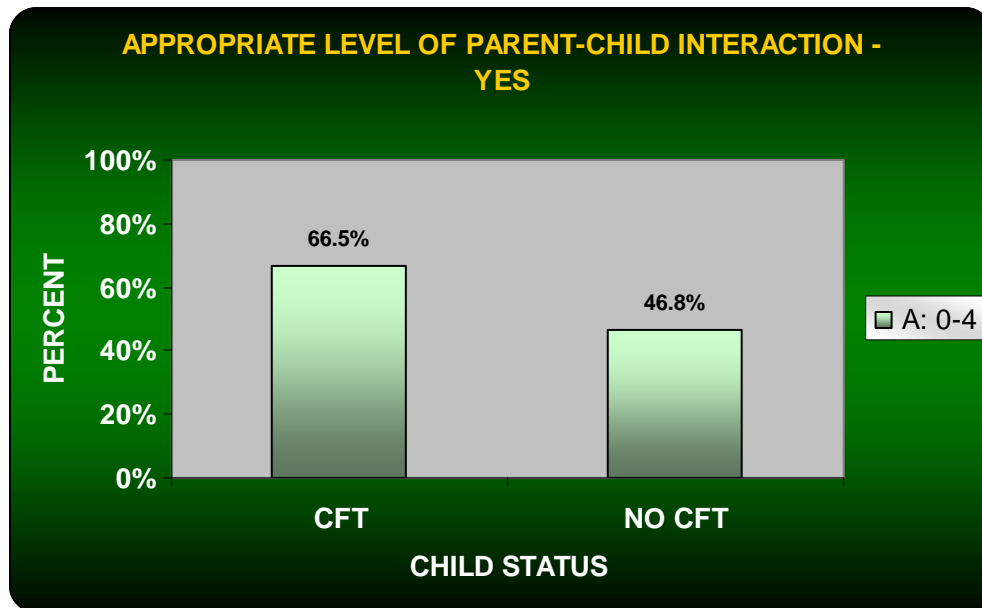
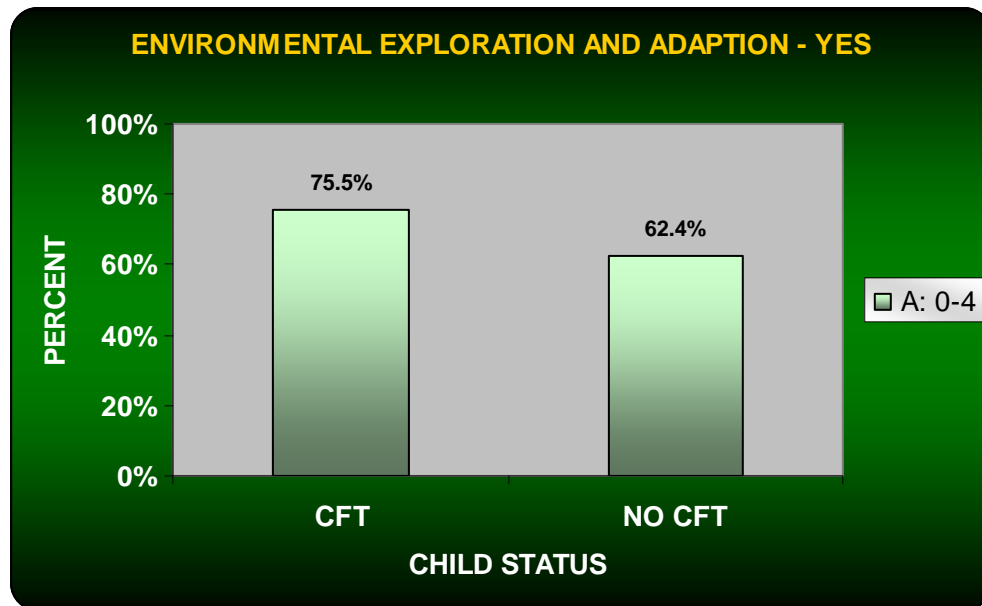
reviews and efforts were continued to create an evaluation system similar to the WFAS for the moderate and low intensity services. Barriers to high fidelity to CFT practice includes identifying natural supports and community based activities and; developing service and crisis plans that are tailored to the individual needs of the youth and family. Improvement efforts to address these barriers include increasing Provider training to educate facilitators on how to individualize plans and involving natural and community supports. Further, ADHS/DBHS continues to monitor and provide technical assistance for the RBHAs on the expansion of case managers; CASII implementation and; the Meet Me Where I Am initiative.

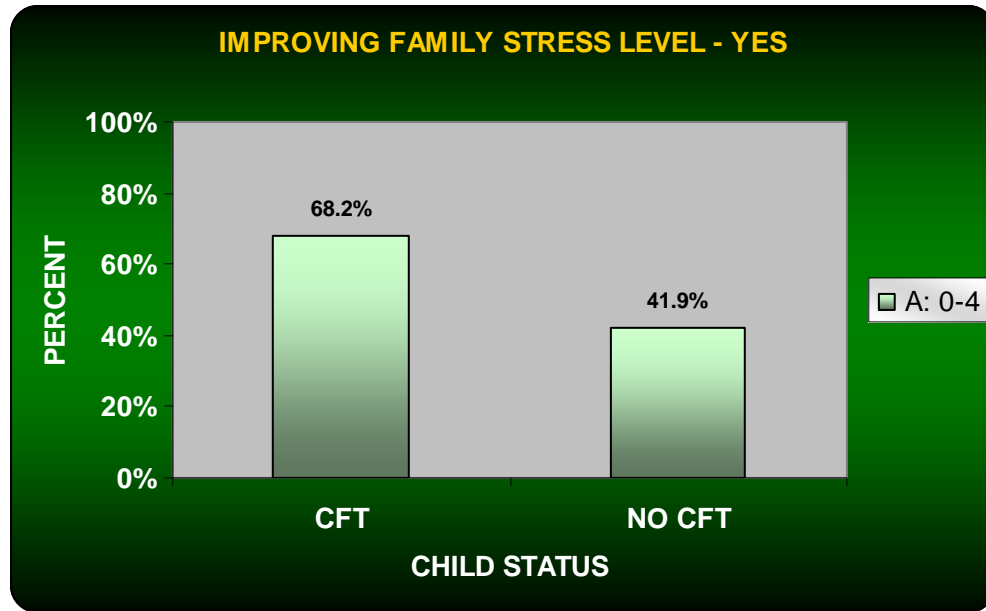
Attachment 1 *Functional Outcomes ages 5-11; 12-17; 0-4***Q4 FY 2008 Children's SOC OM Report
Statewide Totals for T19 Clients Under Age 18**

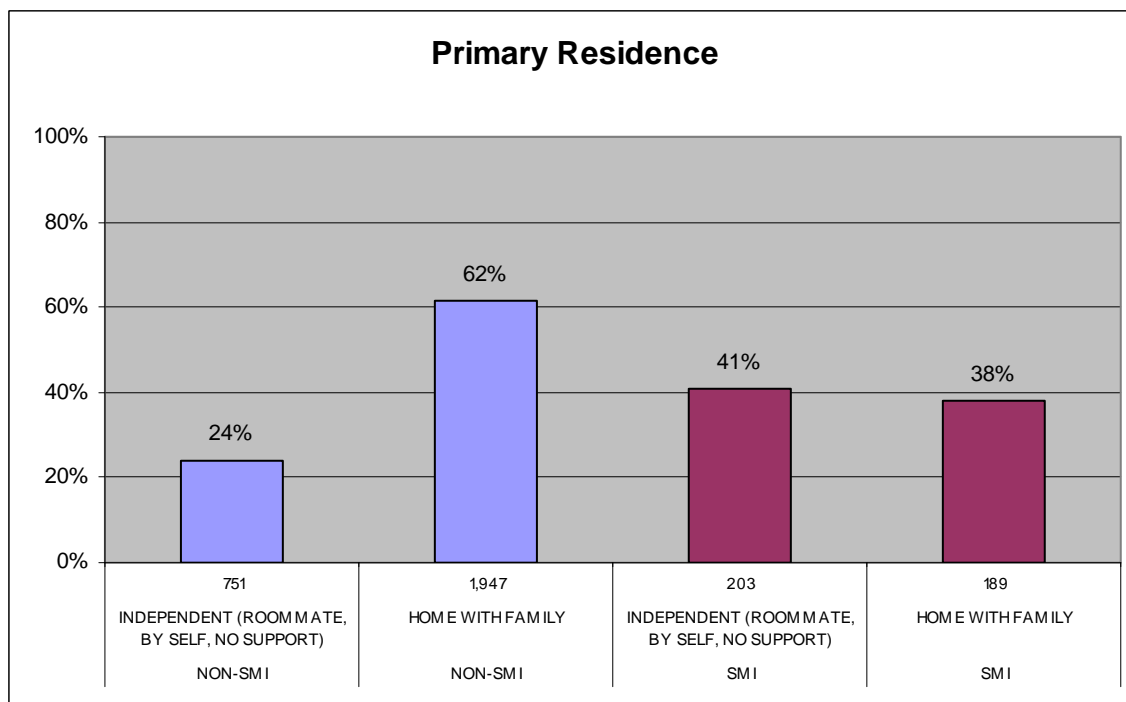
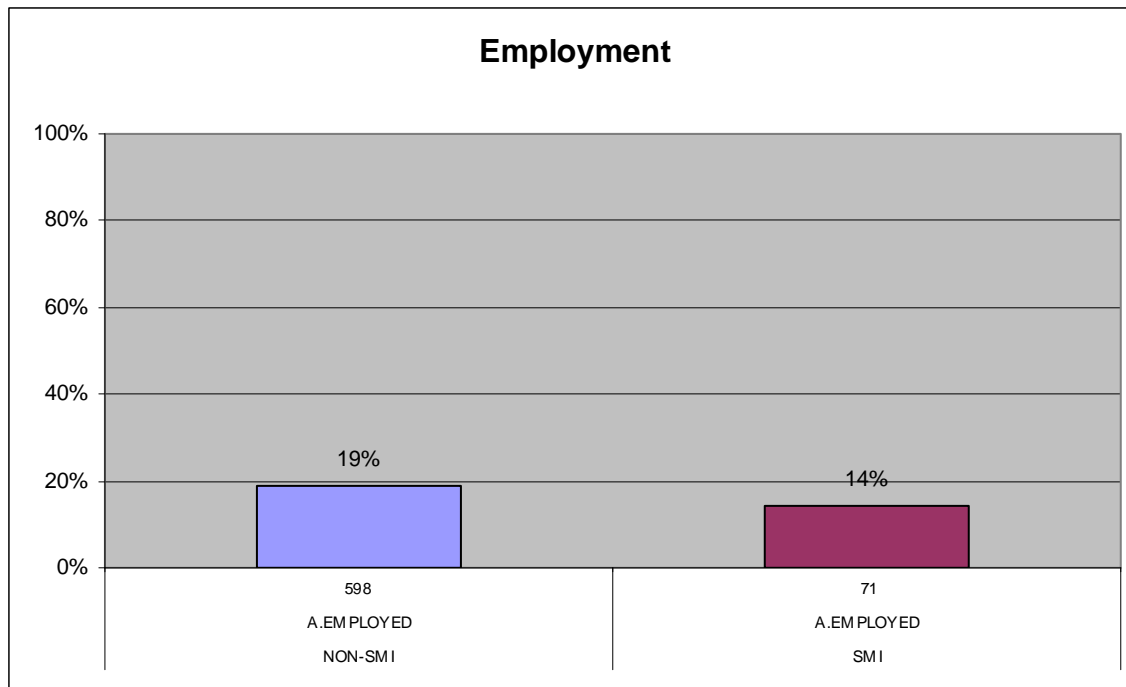


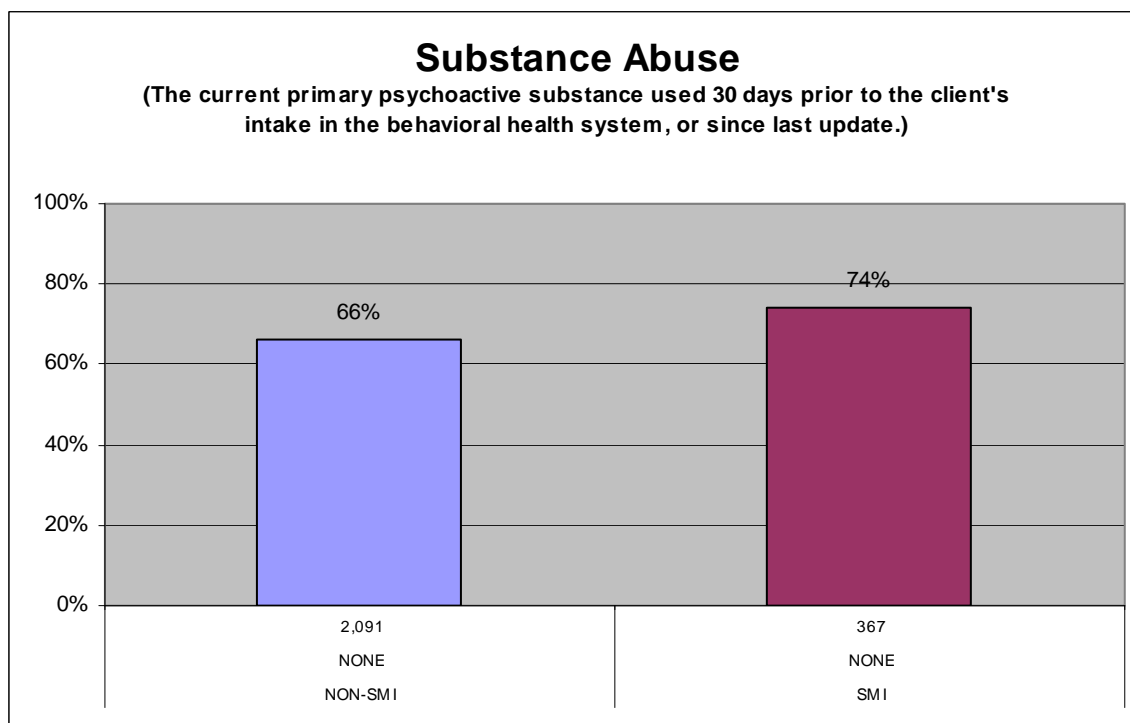
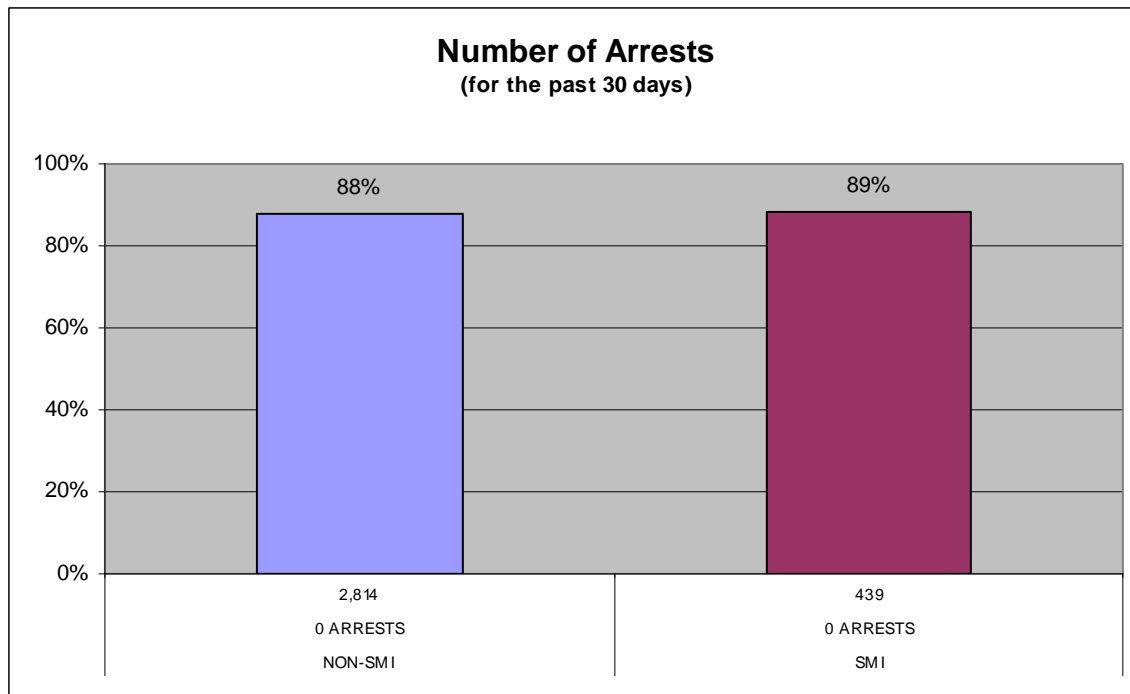


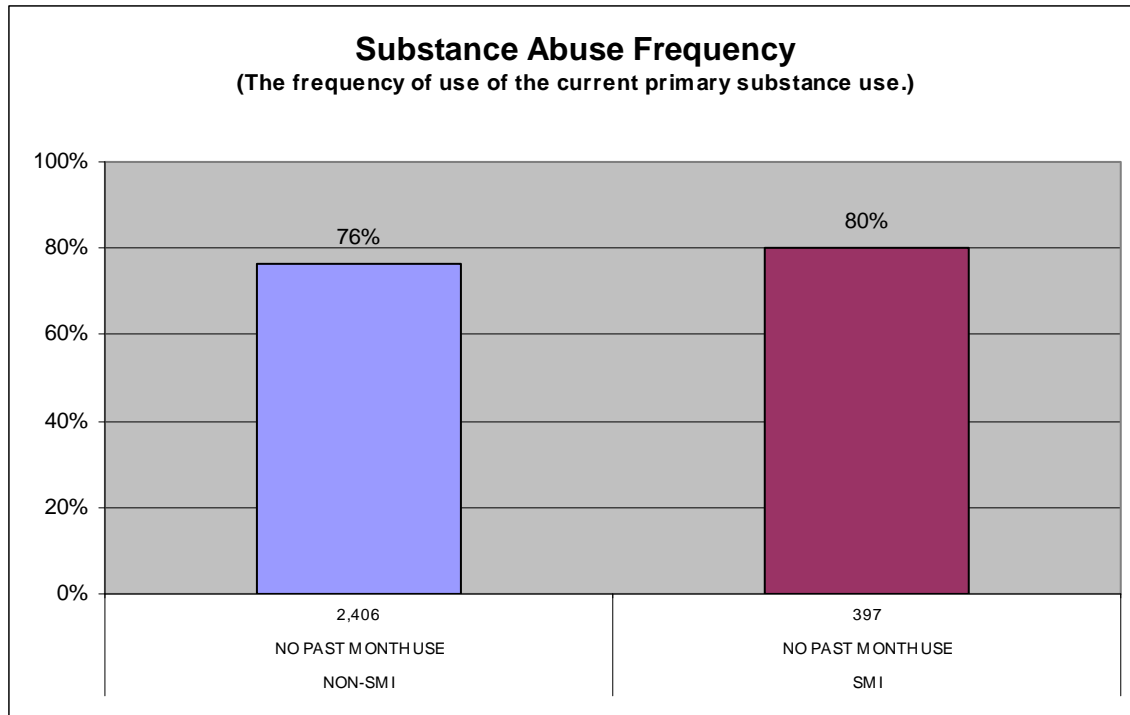






Attachment 2 Functional Outcomes ages 18-<21**Q4 FY2008 Outcome Measures T19 Clients Ages 18 – 20 (< 21)**





No of Members: 25
Caregiver Int: 15
Facility Int: 22
Team Int: 17
Youth Int: 4

WFI GSA Summary Analysis

From: 4/1/2008 **To:** 6/30/2008

Geographic Service Area: 1

CG Element 1: Voice and Choice	62%	Combined Total WFI Element 1 Score	79%
CG Element 2: Team Based	46%	Combined Total WFI Element 2 Score	64%
CG Element 3: Natural Supports	28%	Combined Total WFI Element 3 Score	38%
CG Element 4: Collaborative	48%	Combined Total WFI Element 4 Score	75%
CG Element 5: Community Based	45%	Combined Total WFI Element 5 Score	61%
CG Element 6: Cultually Competent	70%	Combined Total WFI Element 6 Score	87%
CG Element 7: Individualized	28%	Combined Total WFI Element 7 Score	39%
CG Element 8: Strengths Based	62%	Combined Total WFI Element 8 Score	67%
CG Element 9: Persistent	46%	Combined Total WFI Element 9 Score	65%
CG Element 10: Outcomes Based	38%	Combined Total WFI Element 10 Score	51%

Total	47%	Overall WFI Score	62%
--------------	-----	--------------------------	------------

TM Element 1: Voice and Choice	76%	CFT Facilitator Phase 1: Engagement	83%
TM Element 2: Team Based	59%	CFT Facilitator Phase 2: Planning	72%
TM Element 3: Natural Supports	17%	CFT Facilitator Phase 3: Implementation	75%
TM Element 4: Collaborative	70%	CFT Facilitator Phase 4: Transition	59%
TM Element 5: Community Based	59%	Caregiver Phase 1: Engagement	55%
TM Element 6: Cultually Competent	83%	Caregiver Phase 2: Planning	44%
TM Element 7: Individualized	23%	Caregiver Phase 3: Implementation	50%
TM Element 8: Strengths Based	54%	Caregiver Phase 4: Transition	40%
TM Element 9: Persistent	69%	Youth Phase 1: Engagement	12%
TM Element 10: Outcomes Based	27%	Youth Phase 2: Planning	17%

Total	54%		
--------------	-----	--	--

CFT Facilitator Element 1: Voice and Choice	87%	Youth Phase 3: Implementation	18%
CFT Facilitator Element 2: Team Based	85%	Youth Phase 4: Transition	7%
CFT Facilitator Element 3: Natural Supports	42%	Team Member Phase 1: Engagement	49%
CFT Facilitator Element 4: Collaborative	88%	Team Member Phase 2: Planning	53%
CFT Facilitator Element 5: Community Base	65%	Team Member Phase 3: Implementation	62%
CFT Facilitator Element 6: Cultually Compete	97%	Team Member Phase 4: Transition	39%
CFT Facilitator Element 7: Individualized	44%		
CFT Facilitator Element 8: Strengths Based	78%		
CFT Facilitator Element 9: Persistent	74%		
CFT Facilitator Element 10: Outcomes Base	66%		

Total	73%		
--------------	-----	--	--

Y Element 1: Voice and Choice	20%		
Y Element 2: Team Based	10%		
Y Element 3: Natural Supports	8%		
Y Element 4: Collaborative	19%		
Y Element 5: Community Based	21%		
Y Element 6: Cultually Competent	21%		
Y Element 7: Individualized	8%		
Y Element 8: Strengths Based	17%		
Y Element 9: Persistent	13%		
Y Element 10: Outcomes Based	18%		

Total	15%		
--------------	-----	--	--

No of Members: 13
Caregiver Int: 11
Facility Int: 13
Team Int: 0
Youth Int: 2

WFI GSA Summary Analysis

From: 4/1/2008 **To:** 6/30/2008

Geographic Service Area: 2

CG Element 1: Voice and Choice	66%	Combined Total WFI Element 1 Score	76%
CG Element 2: Team Based	55%	Combined Total WFI Element 2 Score	65%
CG Element 3: Natural Supports	38%	Combined Total WFI Element 3 Score	49%
CG Element 4: Collaborative	62%	Combined Total WFI Element 4 Score	71%
CG Element 5: Community Based	56%	Combined Total WFI Element 5 Score	68%
CG Element 6: Cultually Competent	72%	Combined Total WFI Element 6 Score	79%
CG Element 7: Individualized	44%	Combined Total WFI Element 7 Score	60%
CG Element 8: Strengths Based	59%	Combined Total WFI Element 8 Score	69%
CG Element 9: Persistent	72%	Combined Total WFI Element 9 Score	76%
CG Element 10: Outcomes Based	57%	Combined Total WFI Element 10 Score	66%

Total	58%	Overall WFI Score	68%
--------------	-----	--------------------------	------------

TM Element 1: Voice and Choice	0%	CFT Facilitator Phase 1: Engagement	85%
TM Element 2: Team Based	0%	CFT Facilitator Phase 2: Planning	76%
TM Element 3: Natural Supports	0%	CFT Facilitator Phase 3: Implementation	80%
TM Element 4: Collaborative	0%	CFT Facilitator Phase 4: Transition	68%
TM Element 5: Community Based	0%	Caregiver Phase 1: Engagement	66%
TM Element 6: Cultually Competent	0%	Caregiver Phase 2: Planning	55%
TM Element 7: Individualized	0%	Caregiver Phase 3: Implementation	64%
TM Element 8: Strengths Based	0%	Caregiver Phase 4: Transition	47%
TM Element 9: Persistent	0%	Youth Phase 1: Engagement	14%
TM Element 10: Outcomes Based	0%	Youth Phase 2: Planning	26%

Total	0%		
--------------	----	--	--

CFT Facilitator Element 1: Voice and Choice	86%	Youth Phase 3: Implementation	22%
CFT Facilitator Element 2: Team Based	83%	Youth Phase 4: Transition	25%
CFT Facilitator Element 3: Natural Supports	56%	Team Member Phase 1: Engagement	
CFT Facilitator Element 4: Collaborative	79%	Team Member Phase 2: Planning	
CFT Facilitator Element 5: Community Base	75%	Team Member Phase 3: Implementation	
CFT Facilitator Element 6: Cultually Compete	85%	Team Member Phase 4: Transition	
CFT Facilitator Element 7: Individualized	72%		
CFT Facilitator Element 8: Strengths Based	76%		
CFT Facilitator Element 9: Persistent	83%		
CFT Facilitator Element 10: Outcomes Base	76%		

Total	77%		
--------------	-----	--	--

Y Element 1: Voice and Choice	22%
Y Element 2: Team Based	10%
Y Element 3: Natural Supports	19%
Y Element 4: Collaborative	25%
Y Element 5: Community Based	25%
Y Element 6: Cultually Competent	27%
Y Element 7: Individualized	24%
Y Element 8: Strengths Based	27%
Y Element 9: Persistent	19%
Y Element 10: Outcomes Based	21%

Total	22%
--------------	-----

No of Members: 9
Caregiver Int: 8
Facility Int: 9
Team Int: 3
Youth Int: 2

WFI GSA Summary Analysis

From: 4/1/2008 **To:** 6/30/2008

Geographic Service Area: 3

CG Element 1: Voice and Choice	79%	Combined Total WFI Element 1 Score	89%
CG Element 2: Team Based	86%	Combined Total WFI Element 2 Score	90%
CG Element 3: Natural Supports	55%	Combined Total WFI Element 3 Score	64%
CG Element 4: Collaborative	73%	Combined Total WFI Element 4 Score	84%
CG Element 5: Community Based	62%	Combined Total WFI Element 5 Score	61%
CG Element 6: Cultually Competent	82%	Combined Total WFI Element 6 Score	91%
CG Element 7: Individualized	50%	Combined Total WFI Element 7 Score	68%
CG Element 8: Strengths Based	67%	Combined Total WFI Element 8 Score	77%
CG Element 9: Persistent	79%	Combined Total WFI Element 9 Score	88%
CG Element 10: Outcomes Based	46%	Combined Total WFI Element 10 Score	61%

Total	68%	Overall WFI Score	77%
--------------	-----	--------------------------	------------

TM Element 1: Voice and Choice	22%	CFT Facilitator Phase 1: Engagement	96%
TM Element 2: Team Based	24%	CFT Facilitator Phase 2: Planning	88%
TM Element 3: Natural Supports	11%	CFT Facilitator Phase 3: Implementation	90%
TM Element 4: Collaborative	18%	CFT Facilitator Phase 4: Transition	81%
TM Element 5: Community Based	6%	Caregiver Phase 1: Engagement	82%
TM Element 6: Cultually Competent	23%	Caregiver Phase 2: Planning	63%
TM Element 7: Individualized	18%	Caregiver Phase 3: Implementation	71%
TM Element 8: Strengths Based	21%	Caregiver Phase 4: Transition	58%
TM Element 9: Persistent	16%	Youth Phase 1: Engagement	23%
TM Element 10: Outcomes Based	11%	Youth Phase 2: Planning	20%

Total	17%		
--------------	-----	--	--

CFT Facilitator Element 1: Voice and Choice	100%	Youth Phase 3: Implementation	20%
CFT Facilitator Element 2: Team Based	94%	Youth Phase 4: Transition	22%
CFT Facilitator Element 3: Natural Supports	72%	Team Member Phase 1: Engagement	23%
CFT Facilitator Element 4: Collaborative	97%	Team Member Phase 2: Planning	17%
CFT Facilitator Element 5: Community Base	69%	Team Member Phase 3: Implementation	19%
CFT Facilitator Element 6: Cultually Compete	100%	Team Member Phase 4: Transition	11%
CFT Facilitator Element 7: Individualized	85%		
CFT Facilitator Element 8: Strengths Based	87%		
CFT Facilitator Element 9: Persistent	100%		
CFT Facilitator Element 10: Outcomes Base	80%		

Total	88%		
--------------	-----	--	--

Y Element 1: Voice and Choice	23%		
Y Element 2: Team Based	22%		
Y Element 3: Natural Supports	22%		
Y Element 4: Collaborative	25%		
Y Element 5: Community Based	6%		
Y Element 6: Cultually Competent	25%		
Y Element 7: Individualized	19%		
Y Element 8: Strengths Based	20%		
Y Element 9: Persistent	25%		
Y Element 10: Outcomes Based	17%		

Total	20%		
--------------	-----	--	--

No of Members: 23
Caregiver Int: 22
Facility Int: 23
Team Int: 0
Youth Int: 1

WFI GSA Summary Analysis

From: 4/1/2008 **To:** 6/30/2008

Geographic Service Area: 4

CG Element 1: Voice and Choice	79%	Combined Total WFI Element 1 Score	83%
CG Element 2: Team Based	75%	Combined Total WFI Element 2 Score	81%
CG Element 3: Natural Supports	51%	Combined Total WFI Element 3 Score	65%
CG Element 4: Collaborative	78%	Combined Total WFI Element 4 Score	82%
CG Element 5: Community Based	65%	Combined Total WFI Element 5 Score	72%
CG Element 6: Cultually Competent	89%	Combined Total WFI Element 6 Score	91%
CG Element 7: Individualized	52%	Combined Total WFI Element 7 Score	67%
CG Element 8: Strengths Based	80%	Combined Total WFI Element 8 Score	85%
CG Element 9: Persistent	82%	Combined Total WFI Element 9 Score	87%
CG Element 10: Outcomes Based	52%	Combined Total WFI Element 10 Score	68%

Total	70%	Overall WFI Score	78%
--------------	-----	--------------------------	------------

TM Element 1: Voice and Choice	0%	CFT Facilitator Phase 1: Engagement	85%
TM Element 2: Team Based	0%	CFT Facilitator Phase 2: Planning	83%
TM Element 3: Natural Supports	0%	CFT Facilitator Phase 3: Implementation	85%
TM Element 4: Collaborative	0%	CFT Facilitator Phase 4: Transition	78%
TM Element 5: Community Based	0%	Caregiver Phase 1: Engagement	76%
TM Element 6: Cultually Competent	0%	Caregiver Phase 2: Planning	71%
TM Element 7: Individualized	0%	Caregiver Phase 3: Implementation	73%
TM Element 8: Strengths Based	0%	Caregiver Phase 4: Transition	60%
TM Element 9: Persistent	0%	Youth Phase 1: Engagement	25%
TM Element 10: Outcomes Based	0%	Youth Phase 2: Planning	23%

Total	0%		
--------------	----	--	--

CFT Facilitator Element 1: Voice and Choice	85%	Youth Phase 3: Implementation	25%
CFT Facilitator Element 2: Team Based	84%	Youth Phase 4: Transition	23%
CFT Facilitator Element 3: Natural Supports	71%	Team Member Phase 1: Engagement	
CFT Facilitator Element 4: Collaborative	84%	Team Member Phase 2: Planning	
CFT Facilitator Element 5: Community Base	77%	Team Member Phase 3: Implementation	
CFT Facilitator Element 6: Cultually Compete	94%	Team Member Phase 4: Transition	
CFT Facilitator Element 7: Individualized	75%		
CFT Facilitator Element 8: Strengths Based	87%		
CFT Facilitator Element 9: Persistent	91%		
CFT Facilitator Element 10: Outcomes Base	82%		

Total	83%		
--------------	-----	--	--

Y Element 1: Voice and Choice	25%
Y Element 2: Team Based	25%
Y Element 3: Natural Supports	25%
Y Element 4: Collaborative	25%
Y Element 5: Community Based	19%
Y Element 6: Cultually Competent	25%
Y Element 7: Individualized	25%
Y Element 8: Strengths Based	25%
Y Element 9: Persistent	25%
Y Element 10: Outcomes Based	19%

Total	24%
--------------	-----

No of Members: 12
Caregiver Int: 12
Facility Int: 12
Team Int: 5
Youth Int: 2

WFI GSA Summary Analysis

From: 4/1/2008 **To:** 6/30/2008

Geographic Service Area: 5

CG Element 1: Voice and Choice	53%	Combined Total WFI Element 1 Score	58%
CG Element 2: Team Based	60%	Combined Total WFI Element 2 Score	69%
CG Element 3: Natural Supports	46%	Combined Total WFI Element 3 Score	58%
CG Element 4: Collaborative	48%	Combined Total WFI Element 4 Score	78%
CG Element 5: Community Based	75%	Combined Total WFI Element 5 Score	74%
CG Element 6: Cultually Competent	66%	Combined Total WFI Element 6 Score	87%
CG Element 7: Individualized	34%	Combined Total WFI Element 7 Score	57%
CG Element 8: Strengths Based	60%	Combined Total WFI Element 8 Score	77%
CG Element 9: Persistent	53%	Combined Total WFI Element 9 Score	76%
CG Element 10: Outcomes Based	46%	Combined Total WFI Element 10 Score	63%

Total	54%	Overall WFI Score	69%
--------------	-----	--------------------------	------------

TM Element 1: Voice and Choice	63%	CFT Facilitator Phase 1: Engagement	82%
TM Element 2: Team Based	74%	CFT Facilitator Phase 2: Planning	79%
TM Element 3: Natural Supports	44%	CFT Facilitator Phase 3: Implementation	85%
TM Element 4: Collaborative	94%	CFT Facilitator Phase 4: Transition	80%
TM Element 5: Community Based	72%	Caregiver Phase 1: Engagement	69%
TM Element 6: Cultually Competent	95%	Caregiver Phase 2: Planning	45%
TM Element 7: Individualized	65%	Caregiver Phase 3: Implementation	54%
TM Element 8: Strengths Based	93%	Caregiver Phase 4: Transition	58%
TM Element 9: Persistent	85%	Youth Phase 1: Engagement	35%
TM Element 10: Outcomes Based	79%	Youth Phase 2: Planning	39%

Total	76%		
--------------	-----	--	--

CFT Facilitator Element 1: Voice and Choice	69%	Youth Phase 3: Implementation	40%
CFT Facilitator Element 2: Team Based	78%	Youth Phase 4: Transition	23%
CFT Facilitator Element 3: Natural Supports	78%	Team Member Phase 1: Engagement	74%
CFT Facilitator Element 4: Collaborative	93%	Team Member Phase 2: Planning	78%
CFT Facilitator Element 5: Community Base	85%	Team Member Phase 3: Implementation	77%
CFT Facilitator Element 6: Cultually Compete	97%	Team Member Phase 4: Transition	73%
CFT Facilitator Element 7: Individualized	74%		
CFT Facilitator Element 8: Strengths Based	79%		
CFT Facilitator Element 9: Persistent	95%		
CFT Facilitator Element 10: Outcomes Base	67%		

Total	81%		
--------------	-----	--	--

Y Element 1: Voice and Choice	21%		
Y Element 2: Team Based	36%		
Y Element 3: Natural Supports	41%		
Y Element 4: Collaborative	44%		
Y Element 5: Community Based	25%		
Y Element 6: Cultually Competent	50%		
Y Element 7: Individualized	28%		
Y Element 8: Strengths Based	41%		
Y Element 9: Persistent	38%		
Y Element 10: Outcomes Based	31%		

Total	35%		
--------------	-----	--	--

No of Members: 46
Caregiver Int: 40
Facility Int: 43
Team Int: 19
Youth Int: 31

WFI GSA Summary Analysis

From: 4/1/2008 **To:** 6/30/2008

Geographic Service Area: 6

CG Element 1: Voice and Choice	67%	Combined Total WFI Element 1 Score	81%
CG Element 2: Team Based	65%	Combined Total WFI Element 2 Score	73%
CG Element 3: Natural Supports	29%	Combined Total WFI Element 3 Score	50%
CG Element 4: Collaborative	72%	Combined Total WFI Element 4 Score	84%
CG Element 5: Community Based	64%	Combined Total WFI Element 5 Score	69%
CG Element 6: Cultually Competent	82%	Combined Total WFI Element 6 Score	87%
CG Element 7: Individualized	37%	Combined Total WFI Element 7 Score	57%
CG Element 8: Strengths Based	71%	Combined Total WFI Element 8 Score	78%
CG Element 9: Persistent	65%	Combined Total WFI Element 9 Score	80%
CG Element 10: Outcomes Based	39%	Combined Total WFI Element 10 Score	57%

Total	59%	Overall WFI Score	71%
--------------	-----	--------------------------	------------

TM Element 1: Voice and Choice	81%	CFT Facilitator Phase 1: Engagement	89%
TM Element 2: Team Based	77%	CFT Facilitator Phase 2: Planning	82%
TM Element 3: Natural Supports	56%	CFT Facilitator Phase 3: Implementation	88%
TM Element 4: Collaborative	84%	CFT Facilitator Phase 4: Transition	76%
TM Element 5: Community Based	72%	Caregiver Phase 1: Engagement	66%
TM Element 6: Cultually Competent	89%	Caregiver Phase 2: Planning	60%
TM Element 7: Individualized	67%	Caregiver Phase 3: Implementation	64%
TM Element 8: Strengths Based	81%	Caregiver Phase 4: Transition	44%
TM Element 9: Persistent	90%	Youth Phase 1: Engagement	59%
TM Element 10: Outcomes Based	62%	Youth Phase 2: Planning	58%

Total	76%		
--------------	-----	--	--

CFT Facilitator Element 1: Voice and Choice	92%	Youth Phase 3: Implementation	70%
CFT Facilitator Element 2: Team Based	90%	Youth Phase 4: Transition	48%
CFT Facilitator Element 3: Natural Supports	69%	Team Member Phase 1: Engagement	73%
CFT Facilitator Element 4: Collaborative	94%	Team Member Phase 2: Planning	70%
CFT Facilitator Element 5: Community Base	70%	Team Member Phase 3: Implementation	85%
CFT Facilitator Element 6: Cultually Compete	95%	Team Member Phase 4: Transition	72%
CFT Facilitator Element 7: Individualized	66%		
CFT Facilitator Element 8: Strengths Based	92%		
CFT Facilitator Element 9: Persistent	96%		
CFT Facilitator Element 10: Outcomes Base	78%		

Total	84%		
--------------	-----	--	--

Y Element 1: Voice and Choice	84%		
Y Element 2: Team Based	51%		
Y Element 3: Natural Supports	40%		
Y Element 4: Collaborative	78%		
Y Element 5: Community Based	66%		
Y Element 6: Cultually Competent	80%		
Y Element 7: Individualized	46%		
Y Element 8: Strengths Based	68%		
Y Element 9: Persistent	69%		
Y Element 10: Outcomes Based	42%		

Total	62%		
--------------	-----	--	--

DRM Provider Group by GSA Analysis

From: 4/1/2008 ***To:*** 6/30/2008

GSA: 1 ***DRM Count:*** 23

Family Voice and Choice	71.80%
Team Based	52.40%
Natural Supports	36.80%
Collaboration	60.20%
Community Based	43.60%
Culturally Competent	34.40%
Individualized	53.40%
Strengths Based	53.00%
Persistence	20.20%
Outcome Based	67.00%
Access	89.50%

<i>Total</i>	52.94%
---------------------	---------------

DRM Provider Group by GSA Analysis

From: 4/1/2008 ***To:*** 6/30/2008

GSA: 2 ***DRM Count:*** 13

Family Voice and Choice	77.33%
Team Based	69.33%
Natural Supports	27.33%
Collaboration	88.33%
Community Based	49.33%
Culturally Competent	67.00%
Individualized	78.00%
Strengths Based	69.67%
Persistence	68.67%
Outcome Based	70.33%
Access	88.67%

<i>Total</i>	68.55%
---------------------	---------------

DRM Provider Group by GSA Analysis

From: 4/1/2008 ***To:*** 6/30/2008

GSA: 3 ***DRM Count:*** 10

Family Voice and Choice	84.75%
Team Based	79.75%
Natural Supports	53.00%
Collaboration	83.00%
Community Based	68.00%
Culturally Competent	69.00%
Individualized	83.25%
Strengths Based	70.50%
Persistence	63.50%
Outcome Based	75.75%
Access	100.00%
<hr/>	
<i>Total</i>	75.50%

DRM Provider Group by GSA Analysis

From: 4/1/2008 ***To:*** 6/30/2008

GSA: 4 ***DRM Count:*** 24

Family Voice and Choice	89.00%
Team Based	78.00%
Natural Supports	40.25%
Collaboration	92.50%
Community Based	53.00%
Culturally Competent	62.75%
Individualized	86.50%
Strengths Based	78.00%
Persistence	65.50%
Outcome Based	72.75%
Access	77.67%
<hr/>	
<i>Total</i>	72.36%

DRM Provider Group by GSA Analysis

From: 4/1/2008 ***To:*** 6/30/2008

GSA: 5 ***DRM Count:*** 11

Family Voice and Choice	80.00%
Team Based	80.50%
Natural Supports	59.00%
Collaboration	87.50%
Community Based	78.50%
Culturally Competent	76.00%
Individualized	81.50%
Strengths Based	74.00%
Persistence	73.00%
Outcome Based	83.50%
Access	83.50%
<hr/>	
<i>Total</i>	<i>77.91%</i>

DRM Provider Group by GSA Analysis

From: 4/1/2008 ***To:*** 6/30/2008

<i>GSA:</i>	6	<i>DRM Count:</i>	44
	Family Voice and Choice		91.29%
	Team Based		97.00%
	Natural Supports		68.43%
	Collaboration		89.29%
	Community Based		71.57%
	Culturally Competent		65.29%
	Individualized		78.86%
	Strengths Based		83.14%
	Persistence		60.29%
	Outcome Based		85.71%
	Access		90.33%
		<i>Total</i>	80.11%